



Missouri Department of Higher Education and Workforce Development

FREQUENTLY ASKED QUESTIONS (FAQs) ABOUT...

OWD Issuance 01-2019: One-Stop Center Memoranda of Understanding and Infrastructure Funding Agreements for Local Workforce Development Boards

(Issued: July 01, 2019)

Last updated: September 2021.

Q: What is a comprehensive one-stop center (American Job Center) and what are the requirements?

A:

- A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners.
- Every region must have at least one comprehensive center
- The center must have at least on title 1 staff person physically present
- The center must provide career services, have access to training services, have access to all employment and training activities in WP and WIOA, have meaningful access (OWD Issuance 02-2019) to programs and services by all of the partners, and access to LMI
- The center must be open at least regular business hours
- The center must be physically and programmatically accessible

Q: What is an affiliated site (satellite office)?

A:

- An affiliated site or an satellite office is a physical location where job seeker and employer customers can access one or more of the one-stop partners programs and services
- The site does not have to provide access to every partner program
- The site must be physically and programmatically accessible

Q: What is a specialized center (connection center)?

A:

- A specialized center or a connection center must have a process in place to make referrals to the one-stop in the region to access all services.

- The center is not required to have multiple partner program services offered
- If the center includes Wagner-Peyser there must be another program. Wagner-Peyser cannot stand alone in any center.

Q: What must a LWDA do if it adds or removes a center?

A: If a LWDA adds or deletes a local comprehensive one-stop center or an affiliate site a local plan modification needs to be completed. Please follow guidelines in OWD Issuance 03-2021. If the LWDA adds or deletes a specialized (connection) center a notification email must be sent to the OWD Deputy Director for approval.

Last updated: October 2019.

Q: What is the difference between a comprehensive, affiliate or specialized American Job Center?

A: Comprehensive American Job Centers (AJC) are physical locations where job seekers and employers can access the programs, services, and activities of all required-one-stop partners during regular business hours. Some career services must be provided on-site, but there is no requirement that each required partner have on-site services. However, if services are not directly on-site, staff should be familiar enough with partner services to provide meaningful assistance or staff should assist the customer directly connecting (via technology) to the partner agency so that meaningful assistance occurs that day. *Giving a customer a phone number or scheduling them an appointment for another day is not meaningful assistance.

An Affiliate American Job Center has one or more one-stop partners and are designed to supplement and enhance customer access. WIOA does not allow standalone Wagner-Peyser Employment Services offices. Local Workforce Development Boards (LWDB) may choose to operate affiliate or “access points to services” in addition to comprehensive American Job Centers. These affiliate sites allow for more flexibility in terms of the services and one-stop partner programs provided as these sites do not need to provide access to every required one-stop partner. [TEGL 16-16](#) suggests utilizing public libraries as access points.

A specialized American Job Center may be established to serve a particular population of individuals such as dislocated workers, youth, or key industry sectors. This specialized AJC could be in response to a mass lay-off and provide flexible hours and services tailored specifically for Dislocated Workers.

All AJCs must be accessible to individuals with disabilities.

Please direct all questions or comments regarding the Issuance or this FAQ document to owdpolicy@dhewd.mo.gov. All active Issuances are available at jobs.mo.gov/dwdissuances. Expired/rescinded Issuances are available on request.

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